



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Recovery and Opportunities Co-ordinator

Delegated Authority:

Team: Stacey Street

Responsible to: Team Manager

Responsible for: N/A

Job purpose



Working under the direction of the Service Manager you will be primarily responsible for designing, implementing and co-ordinating recovery-focused activities. You will work with SHP colleagues, partnership agencies and those using the services to ensure the programme meets the latter's needs.

You will be primarily responsible for designing, implementing and coordinating recovery-focussed activities and the opportunities programme within the scheme.

You will work with partnership agencies to ensure the programme meets the needs of residents and support their recovery and move-on towards independent accommodation, in addition to supporting staff members, volunteers and peers to facilitate groups and activities.

Key accountabilities

Development/Implementation/Monitoring of In-House Recovery and Opportunities Programme.

- To create a comprehensive Recovery and Opportunities Programme which incorporates important focus areas including relationships, mental and physical health, substance use and in-/formal learning opportunities.
- To ensure that part of the programme works towards pre-tenancy training for residents, to prepare them for moving on to more independent accommodation.
- To ensure that staff, volunteers and client peers are provided with the necessary training, coaching and resources to be able to deliver all aspects of the programme.
- To create, publicise and maintain a timetable of events taking place in-house and in the local area.
- To implement mechanisms to record relevant outcomes of the programme and review the effectiveness of what is being delivered.
- To develop and implement mechanisms that facilitate client empowerment and engagement in developing and delivering co-produced services.
- To participate in the development of a psychosocial environment that is conducive to recovery and promotes healthy social relationships.

Group Work

- To plan and facilitate regular client group work sessions, following structured session plans in a flexible and creative way with a view to developing life skills, building confidence and resilience, and promoting well-being.
- To ensure the group work programme enables positive participant experience and where the benefits of group process are assessed and inform further development.
- To engage in a reflective process with the ROC Team Leader and Team regarding the development, delivery and process of group work.
- To develop, deliver and/or co-ordinate a range of group work from low-threshold pre contemplative engagement work to psychoeducational trauma-informed learning, hearing voices and unusual beliefs approaches where appropriate.
- To produce high quality, comprehensive activity risk assessments in consultation with the ROC Team Leader and local service manager, staff team and clients.

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- To ensure that activity risk assessments are updated in a timely manner, and that they are regularly reviewed to reflect changing need/information.
 - To work with support staff to ensure that client risk assessments are actively updated with new and relevant information as needed.

Support Staff Team's Client Work

- To ensure that information relating to client support is recorded and communicated to the appropriate staff members.
- To assist case holding staff with the development of comprehensive support plans by activity sharing information.
- To support staff in understanding and developing the wider service provision in relation to critical thinking in the area of social care, mental health and complex needs including Recovery, Hearing Voices and Unusual Beliefs and Trauma.

Information Management

- To ensure that all client contacts are recorded promptly on Inform.
- To ensure all client data is kept up to date, reviewed appropriately and held in line with SHP protocols on confidentiality and GDPR good practice.
- To ensure that documents, including needs assessments & risk assessments, are reviewed within the appropriate time frames.
- To ensure that any client / group work hard copy files are kept up to date.
- To ensure that reports and forms for commissioners or grant funds are completed in a timely manner.

Partnership Working

- To increase client opportunities by linking in and establishing relationships with internal and external services that can meet specific needs.
- To work in partnership with other SHP departments, statutory and community mental health and social care agencies and networks including lived experience user groups to improve the provision of; the Opportunities Programme, local service delivery and general SHP offer.
- To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally.

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- To be supportive, transparent, evidence based and accountable to other colleagues and external agencies.

Social Inclusion

- To assist and empower clients to develop life skills and participate in activities to promote increased independence and involvement with the community.
- To support staff in clients with identification and application to suitable learning opportunities in the community.

Team Work

- To take an active part in the development of the ROC Team and local service through sharing practice, joint work and fostering mutual support and learning.
- To participate in team meetings, reflective practices, supervisions, performance reviews and training by preparing, sharing and discussing ideas and offering solutions.
- To take personal responsibility for own development and learning.

Health and Safety

- To comply with organisational and service policies & procedures around safe working practices for staff and clients incl. lone working.
- To actively support the local Service Manager in the appropriate management of client, visitor and occupational health related risks.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience of developing, facilitating and coordinating groups and activities (including supporting others to do so too), with a demonstrable understanding of group dynamics.
- Experience of developing and maintaining positive partnership relationships with a range of internal and external services.
- Demonstrable understanding of engaging and motivating people who experience multiple disadvantage, with an awareness of the issues that may make this process challenging.
- Demonstrable experience of working with either homeless service users or clients with complex needs such as Mental Health, Substance Use, Ex Offending, and Physical Health needs.
- A good understanding of the Strengths and Recovery model, and the ability to engage, support and motivate clients to progress within a Psychologically Informed Environment (PIE).
- A strong understanding of the issues that typically disrupt progress in journeys towards independence, such as mental health, substance misuse, self-harm, domestic violence, anger management, learning impairment and frailty due to illness.
- Experience of reflecting critically upon own practice in order to enhance the experience of service users.

Skills and Abilities

- A commitment to actively promoting inclusivity and diversity in professional practice.
- Demonstrable understanding of the importance of professional boundaries and how they are likely to impact on the role.
- Strong time management skills, ability to work on own initiative, manage competing priorities and maintain high standards
- Strong team-working and interpersonal skills, maintaining a collaborative approach to delivering service/work objectives.
- Strong IT skills including the use of Microsoft Office programmes and database recording systems.